



Massachusetts Department of Housing & Community Development
LIHEAP TRAINING CONFERENCE
 Lowell, MA

THURSDAY, SEPTEMBER 25, 2008

7:30 a.m. - 9:00 a.m.	Registration and Breakfast	
9:00 a.m. - 9:30 a.m.	DAY 1	Welcome and Opening Remarks Gerald Bell, Manager, Community Services Unit/DHCD; Louis Martin, Deputy Director, DCS/DHCD; Karen Frederick, Executive Director, Community Teamwork; Hon. Edward Caulfield, Mayor, City of Lowell
9:30 a.m. - 10:30 a.m.		LIHEAP Updates LIHEAP demographic data, client caseloads and outreach – Akm Rahman, Senior Information & Program Coordinator, CSU/DHCD Changes and Clarifications The Comment Sheet, University Housing, 2 nd Home, Self-Employment, and Appeal Process – Maureen O'Rourke, Special Initiatives, CSU/DHCD
10:30 a.m. - 10:45 a.m.		BREAK
10:45 a.m. - 12:00 p.m.		Application Processing Workshop (breakout) (Self-Employment, Zero Income, & Wages) 1. Introduction & Overview – Lauren Wallace/Raysa Tapia, Program Representatives, CSU/DHCD. Facilitators – Gail Pisacane, Director of Energy Programs, VOC & Marilyn Murphy, Energy Director, Tri-CAP 2. Introduction & Overview – Tonia Barlow/Emily McLaughlin, Program Representatives, CSU/DHCD. Facilitators – Fran Stubbs, Fuel Assistance Director, PACE & Kathy Tobin, Energy Programs Manager, ABCD 3. Introduction & Overview – Kathy Krasco/Carlos Luna, Program Representatives, CSU/DHCD. Facilitators – Liz Berube, Fuel Assistance Director, CFC & Lisa Spencer, Director of Energy Programs & Planning, SSCAC
12:00 p.m. - 1:00 p.m.		LUNCH
1:00 p.m. - 3:00 p.m.		Understanding the Customers Introduction - Kathy Krasco, Program Representative, CSU/DHCD K. Carey Baker, M.Ed.
3:00 p.m. - 3:15 p.m.		BREAK
3:15 p.m. - 4:15 p.m.		Breakout Sessions 1. Crafting a Service Culture for Program Directors. Introduction – Kathy Krasco, Program Representative, CSU/DHCD. K. Carey Baker, M.Ed. 2. An Overview of Fair Housing. Introduction – Maureen O' Rourke Margaux LeClair, Senior Policy Analyst, Office of the Chief Counsel, DHCD
4:15 p.m. - 4:45p.m.		A Synopsis of Fair Housing for Managers Margaux LeClair, Senior Policy Analyst, Office of the Chief Counsel, DHCD

LIHEAP TRAINING CONFERENCE – DAY 2

FRIDAY, SEPTEMBER 26, 2008

7:30 a.m. - 8:30 a.m.	Breakfast	
8:30 a.m. - 8:45 a.m.	DAY 2	Opening Remarks Gerald Bell, Manager, CSU/DHCD
8:45 a.m. - 9:45 a.m.		Cyber Security and Tools Moderator: Kathy Krasco, Program Representative, CSU/DHCD Jeff Brown, President, Community Networks Corporation; Kathy Simas, CAPSYSTEMS; Akm Rahman, Senior Information & Program Coordinator, CSU/DHCD
9:45 a.m. - 10:45 a.m.		Assurance 16 Moderator: Gerald Bell, Manager, CSU/DHCD Elliot Jacobson, Energy Director, Action; Kathy Tobin, Energy Programs Manager, ABCD; Darlene Gallant, Community Services Director, LEO; Theo MacGregor, MacGregor Energy Consultancy; Joe Wyman, M.P.P.A, Research Analyst, University of Massachusetts Donahue Institute
10:45 a.m. - 11:00 a.m.		BREAK
11:00 a.m. - 11:15 a.m.		Welcome Remarks Introduction: Steve Carvalho, Chief of Staff, DHCD Hon. Steven C. Panagiotakos, State Senator, First Middlesex District, Chair, Senate Ways and Means Committee
11:15 a.m. - 11:30 a.m.		Oil Bid Program Introduction: Lauren Wallace, Program Representative, CSU, DHCD John Condon, Program Director, CAI
11:30 a.m. - 12:30 p.m.		Fuel Season Resources Moderator: Ditzah Wooden-Wade, Assistant Manager, CSU/DHCD Emmett Schmarsow, Program Manager for Councils on Aging & Senior Centers, EOEa; Kim Moody, Director of Social Services, Salvation Army; Paola M. Ferrer, Esq. Director Community Impact, United Way; Stephen D. Coan, State Fire Marshal, Massachusetts Department of Fire Services
12:30 p.m. - 1:45 p.m.		LUNCH Introduction - Steve Carvalho, Chief of Staff, DHCD Keynote Speech - Mark Wolfe, Executive Director, NEADA
1:45 p.m. - 3:15 p.m.		Identifying and Dealing with Clients with Mental Health Issues Introduction: Kathy Krasco, Program Representative, CSU/DHCD Cheryl Motley Sanders, LICSW
3:15 p.m. - 3:30 p.m.		Conference Evaluation Raysa Tapia, Program Representative, CSU/DHCD
3:30 p.m. - 3:45 p.m.		Conference Closeout and Gift Baskets

FY 2009 LIHEAP Training Conference

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